



**Illinois Telecommunications Access Corporation**

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June 30, 2015

Office of the Secretary  
Federal Communications Commission  
Washington, DC 20554

Via Electronic Mail

**RE: CG Docket 03-123**

Dear Secretary:

As directed in the above-mentioned Docket, please find the following enclosed document:

- The State of Illinois' Sprint TRS and CapTel Annual Complaint Logs, which include the number of complaints received for the period June 1, 2014 through May 31, 2015 that allege a violation of the federal TRS mandatory minimum standards, the date of the complaint, the nature of the complaint, the date of its resolution and an explanation of the resolution.

The staff liaison of the Illinois Commerce Commission, the regulatory agency of the State of Illinois for the ITAC TRS Program, reported no standard TRS or CapTel complaints elevated to that agency during this reporting period.

Please contact me if you require any additional information.

Sincerely,

Patty Kress,  
Assistant Director

June 30, 2015  
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Office of the Secretary  
Federal Communications Commission

Via Electronic Mail (Email)

**RE: CG Docket 03-123**

cc: Emma Danielson, Illinois Account Manager, Sprint Relay (via Email)  
Joan Howard, Illinois Commerce Commission, ITAC/ITAP Liaison (via Email)

Enclosures: Annual Illinois TRS Complaint Log, which includes CapTel Complaints for same reporting period (June 1, 2014 through May 31, 2015).



# **Illinois FCC Complaint Log 2014-2015**

**Complaint Tracking for Illinois (06/01/2014-05/31/2015). Total Customer Contacts: 13**

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	05/01/15	Customer reported seeing racial slurs in her captions at the end of a call on the CapTel 800.	05/04/15	Customer shared feedback regarding accuracy of captions and provided specific call data. Customer Service Representative apologized to the customer and followed up with Call Center personnel. The Communication Assistant's supervisor followed up with the Communication Assistant. The Communication Assistant acknowledged adding this verbiage as they believe it was said. The Communication Assistant's Supervisor increased monitoring and coaching and offered tips to help optimize performance.
2	05/11/15	Customer's daughter called on customer's behalf expressing dissatisfaction with inaccurate captioning at the start of a call.	05/19/15	Customer Service Representative apologized for the incident and thanked the customer for bringing their experience to our attention. Feedback as received was passed on to Call Center Management. Upon subsequent follow-up Customer Service Representative advised customer's daughter that the Communication Assistant's Supervisor met with the Communication Assistant and the Supervisor discussed the importance of captioning verbatim what the other party states. The Communication Assistant acknowledged this need to caption verbatim and noted they could not hear well what was stated. Customer Service Representative advised customer's daughter accordingly. Customer's daughter confirmed that their subsequently captioned calls have been satisfactory and agreed to follow-up should they require further assistance.
3	06/26/14	Customer stated when placing call through relay, the customer reaches a network recording stating the number cannot be reached from the customer's calling area. Customer did contact her phone carrier who advised that the relay provider needs to place a "1" in front of the number to dial. The Communication Assistant was advised to use a the local work-around so that the customer could complete calls. A trouble ticket was created. Customer requested follow-up contact.	06/26/14	Contacted customer's carrier and they are working on this. Customer stated she can place calls through relay.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
4	09/10/14	Customer reported seeing account log in failed call for support on their CapTel phone.	09/10/14	Customer Service Representative advised customer we experienced a brief technical difficulty that was resolved moments after customer's first call to customer service. On customer's second call to confirm their unit serial number Customer Service Representative confirmed they had captions and were able to make captioned calls successfully once again.
5	09/10/14	Customer advised that her captioning was not working and she had an error on her screen.	09/10/14	Customer Service Representative advised customer we experienced a brief technical difficulty that is now resolved. Customer Service Representative advised the caller to try their call again. Customer Service Representative subsequently later confirmed that customer is able to make captioned calls successfully.
6	09/10/14	Customer's son reported seeing Account Login Failed on the CapTel 840.	09/10/14	Customer Service Representative advised customer's son that we experienced a brief technical difficulty that is now resolved. Customer Service Representative confirmed that customer is now able to make a captioned call successfully.
7	09/10/14	Telephone service provider technician reported a message on the CapTel that read Account login failure.	09/12/14	Customer Service Representative advised customer we experienced a brief technical difficulty that is now resolved. Customer Service Representative confirmed the customer's next attempt to make a captioned call was successful.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
8	09/10/14	Customer reported being unable to make a captioned call using the CapTel 840 and that the CapTel screen displayed the message Account Login Failed.	09/10/14	Customer Service Representative advised customer we experienced a brief technical difficulty that has been resolved. Customer Service Representative confirmed that customer later attempted a call and was successful in receiving captions.
9	09/29/14	Customer reported experiencing inaccurate captions during a call.	10/03/14	Customer Service Representative apologized for incidence and thanked the customer for the feedback. Call detail was shared with Call Center management for follow up with the Communication Assistant by the Communication Assistant's Supervisor. A determination for the difficulty could not be found. Communication Assistant Supervisor increased monitoring frequency for the Communication Assistant to ensure consistent quality performance. Change to complaint category #07 authorized by Customer Relationship Manager on 11/14/14 as a result of a systemic coding error identified.
10	01/26/15	Customer stated the Communication Assistant disconnected the outbound line twice while making a call. The customer asked why the line was hanging up and then the Communication Assistant disconnected the call. Customer requests a follow up phone call. Assistant Supervisor apologized for the inconvenience.	01/26/15	Communication Assistant did not remember this call, however the Communication Assistant was coached on the importance of not disconnecting calls. Also, the Supervisor advised the Communication Assistant of the consequences of doing so. Today at 2:55 PM, Supervisor left a message on his/her answering machine.



Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
11	01/27/15	Customer shared feedback regarding accuracy of captions while captioning messages from an external answering machine speaker.	01/28/15	Customer Service Representative apologized for the customer's experience and thanked her for bringing this to our attention. Customer Service Representative investigated and identified some trouble tickets documented by the Communication Assistant captioning many of these answering machine messages noting audio difficulties (too soft can't hear). Customer Service Representative shared tips on how to optimize the audio of the external answering machine message to help improve what the Communication Assistant hears. Customer stated she would try these tips.
12	02/01/15	The Communication Assistant did not respond after giving number to dial. Apologized for the inconvenience and will forward this to the Communication Assistant's Supervisor. Follow up requested via email.	02/02/15	The Supervisor met with the Communication Assistant to discuss the importance of dialing out and responding to customer. The Supervisor did advise the Communication Assistant if there ever is a problem with the system to notify someone. Follow up via email on 2/2/15
13	02/01/15	The Communication Assistant never responded to me at all. I had to hang up and call back in. Apologized for the inconvenience and will forward to Communication Assistant's Supervisor. Follow up requested via email.	02/02/15	When investigating the incident, the Supervisor discovered the Communication Assistant identified by the customer was not present in the work place on the date and the time the call was placed. The customer was contacted via email and further clarification was requested and Supervisor extend out apologies regarding the incident. The customer has not responded. Unfortunately, the Supervisor was unable to determine the identity of the agent who may have handled the customer's call and further investigation is not possible. An Email was sent on February 2nd.